

## **REMARKS**

Reconsideration and further examination of the subject patent application in light of the present Amendment and Remarks is respectfully requested. Claims 1-32 are currently pending in the application. Claims 1-24 stand rejected.

### **Rejections under 35 U.S.C. §103**

Claims 1-24 stand rejected under 35 U.S.C. §103(a) as being obvious over U.S. Pat. No. 5,546,456 to Vilsoet et al. in view of U.S. Pat. No. 5,155, 763 to Bigus and U.S. Pat. No. 5,864,617 to Donnnelly. Applicant respectfully traverses this rejection.

It is noted first that independent claim 1 has now been further limited to “determining a set of operating parameters of the automatic call distributor”. Support for this further limitation may be found in numerous locations throughout the specification (e.g., page 10, lines 3-12; page 10, lines 20-24; FIG. 2, etc.).

Claims 1, 10 and 19 have also been further limited to the method step of (and apparatus for) “the neural network determining whether to reassign agents among agent groups of the plurality of agent groups based upon the training of the neural network and a group loading of the determined set of operating parameters”. Support for this additional limitation may be found in the specification at page 10, lines 13-19.

Claim 1, 10 and 19 have also been further limited to the method step of (and apparatus for) “the neural network determining whether to process calls for distribution to the plurality of agent groups based upon a call processor loading parameter of the determined set of operating parameters and the training of the neural network”. Support for this further limitation may be

found at page 11, line 18 to page 12, line 6.

New claim 25 is limited to “providing a neural network for each agent group of the plurality of agent groups”. Support for this claim may be found in the specification at page 12, lines 16-17.

New claim 26 is limited to “each neural network of the plurality of agent groups processing  $n$  inputs associated with the respective agent group within the determined set of operating parameters to determine that the agent group has too many agents or not enough agents”. Support for this claim may be found in the specification at page 12, lines 15-27.

New claim 27 is limited to “a host of the automatic call distributor matching a group having too many agents with a group having not enough agents and transferring an agent with appropriate qualifications from the group having too many agents to a group having not enough agents”. Support for this claim may be found in the specification at page 12, line 28 to page 13, line 4.

New claim 28 is limited to “the neural network processing a first set of inputs to determine whether to accept a call and processing a second set of inputs to determine whether to initiate a call”. Support for new claim 28 may be found in the specification at page 13, lines 5-16.

New claims 29-31 have been added. Support for new claims 29-31 may be found at numerous places within the specification (e.g., page 10, lines 3-19; page 10, lines 20-24; page 11, line 18 to page 12, line 6; page 12, lines 16-17; page 12, lines 15-27; 12, line 28 to page 13, line 4; page 13, lines 5-16; FIG. 2, etc.).

In contrast, none of the cited references of Vilsoet et al., Bigus or Donnelly teach or

suggest the use of a neural network for determining whether to reassign agents and for determining whether to process calls. Since the combination fails to teach or suggest these limitations, any rejection based upon this combination would now be improper.

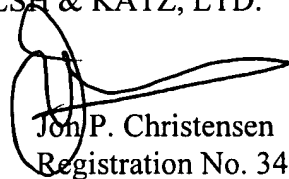
Closing Remarks

For the foregoing reasons, applicant submits that the subject application is in condition for allowance and earnestly solicits an early Notice of Allowance. Should the Primary Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, the Primary Examiner is respectfully requested to call the undersigned at the below-listed number.

The Commissioner is hereby authorized to charge any additional fee which may be required for this application under 37 C.F.R. §§ 1.16-1.18, including but not limited to the issue fee, or credit any overpayment, to Deposit Account No. 23-0920. Should no proper amount be enclosed herewith, as by a check being in the wrong amount, unsigned, post-dated, otherwise improper or informal, or even entirely missing, the Commissioner is authorized to charge the unpaid amount to Deposit Account No. 23-0920. A duplicate copy of this sheet(s) is enclosed.

Respectfully submitted,  
WELSH & KATZ, LTD.

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